

OUTFITTERS & GUIDES LICENSING BOARD	POLICY MANUAL	POLICY NUMBER: 1000 - 2005	PAGE NUMBER: 1 of 3
		SUBJECT: Office Procedures	Adopted: 11/10/1988 Revised: 6/20/05 Reformatted: 10/16/02

1.00.00 POLICY OF THE AGENCY

It is the policy of the Outfitters and Guides Licensing Board that the Agency complies with applicable state statutes regarding the Office Procedures.

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3.00.00 REFERENCES

4.00.00 PROCEDURE

An efficient and professional office environment and staff is required to service the outfitting industry, its clientele, and the general public. Thus, the policy of the Board, as regards office procedures, is to:

4.01.00 WORK SCHEDULE

- 4.01.01 Workweek: Monday through Friday, 8:00 A.M. through 5:00 P.M. with a one (1) hour lunch recess [except those weeks having an officially recognized state or federal holiday].
- 4.01.02 Lunch recess:

Secretary/ Receptionist -	11:30 P.M. to 12:30 P.M.
Front Office Manager -	12:30 P.M. to 1:30 P.M.
- 4.01.03 Overtime/Compensatory time: No overtime or compensatory time is authorized without prior approval of the Executive Director or Chairman of the Board.

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4.02.00 DUE PROCESS OR PROBLEM-SOLVING

Adopt either the *Due Process Track* or *Problem-Solving Track* (Idaho Personnel Grievance Procedure) as that means of addressing any personnel grievances that may occur, according to the nature of the issue(s) involved. These two procedures are outlined in Section IV of this document.

4.03.00 PHOTOCOPY CHARGING SCHEDULE

4.03.01 A charge of fifty (50) cents per page of material copied shall be made for the first twenty-five (25) copies and twenty-five (25) cents per page will be charged thereafter. [A copy front and back is to be considered two (2) pages.]

4.03.02 That any individual requesting copies of material from their own not be charged a fee for such material but, if materials are requested other than from their own personal file, the foregoing fees shall apply.

4.03.03 These fees are applicable upon each request made by an individual.

4.04.00 Public Requests for Review of Licensee Files:

4.04.01 That an individual requesting a review of a licensee's file shall be required to identify themselves and make such request in writing.

4.04.02 That said individual shall also identify those records which they wish to review in said licensee's file and for what purpose said review is requested.

4.04.03 That a notation on the licensee's face sheet be made denoting the individual requesting said review, the records inspected, and for what purpose.

4.04.04 A staff person shall be present at all times when files are reviewed or copied.

4.04.05 That request(s) for review of a licensee's file shall be limited to the "regular" file and does not include the complaint file.

4.05.00 MONIES RECEIVED BY BOARD

Require all monies received by the Board be deposited in appropriate accounts in accordance with state requirements. Further, where a discrepancy or deficiency exists in the applicant's application, that a letter be sent to the applicant noting either:

4.05.01 Insufficient monies were sent, indicating the balance due, with a statement that only "x" number of licensees can be processed and issued until the balance owed is remitted to the Board; or

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4.05.02 More monies were sent than necessary and that a refund will be issued.

4.06.00 NINETY (90) DAY TIME LIMIT FOR AN APPLICANT

Establish a ninety (90) day time limit for an applicant to complete his application following which the Board deems the application incomplete with said application returned to the applicant and unused monies refunded.

4.07.00 BOARD RECORDS

4.07.01 Approved Board Minutes to be distributed to the state and regional offices of the Idaho Department of Fish and Game, state and district offices of the Bureau of Land Management, Regions I and IV of the regional forest offices and the ten (10) forest supervisors' offices in the state of Idaho plus the Hells Canyon and Sawtooth National Recreation Area offices, the Board's attorney, and Enforcement Officers; and Senate/House Resources.

4.08.00 NOTARY PUBLIC FEES

Not charge notary public fees for outfitter/da applications.

4.09.00 FINANCIAL STATEMENT

Facilitate Board awareness and financial control of Board activities, the Executive Director is directed to prepare a monthly financial statement of Board income and expenditures for review and approval.

4.10.00 ENFORCEMENT INQUIRIES

Direct the office staff that all telephone or walk-in inquiries regarding enforcement matters be directed to the Enforcement Chief without comment or editorializing as to what may or may not be the status of the individual investigation involved. Further, that if the Enforcement Chief is not available, the individual's name and telephone number should be obtained with a response that someone will get back in touch with him regarding the matter. Thus, if the Enforcement Chief is not available, then the Executive Director, or Board's attorney should be contacted relative to the inquiry received.